



VACANCY ANNOUNCEMENT

April 20, 2010

Business Process Improvement Coordinator

The Kansas Secretary of State's office is hiring a Business Process Analyst to serve in our Business Services division. This position will be responsible for: 1) developing an understanding of the services provided by the division and the systems used to deliver those services, 2) identifying opportunities to improve existing systems and/or create new systems in order to progress toward established goals, and 3) serving as a liaison between all stakeholders in order to implement desired changes – by fostering communications, coordinating efforts and facilitating progress.

Work Examples

- Work closely with business users to design, develop and improve business filing processes for existing filings (including both online and paper filings)
- Work as a liaison among stakeholders (end-users, customers, business partners and IT staff) in order to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals
- Develop preliminary designs for user interfaces
- Plan, coordinate and lead end-user testing including: creating user acceptance test criteria, scripts and data, conducting user tests, and documenting results for business acceptance testing
- Conduct requirements gathering
- Create documentation including procedure manuals

Job Requirements

- Bachelor's degree
- KS Project Management Methodology certification within 1 year after hire

Preferred Skills

- Outstanding communication skills (oral and written)
- Ability to work effectively with a variety of personalities and position levels
- Comfort with and knowledge of basic technological capabilities and limitations
- Ability to work independently / self-starter with a strong can-do attitude
- Ability to think creatively in order to solve problems
- Willingness to follow through and work issues from inception to completion
- Experience leading projects
- Flexibility (ability to operate effectively at many different organizational levels)
- Experience automating processes
- Experience with the Systems Development Life Cycle

Special Note

This is **NOT** a technical position. The Business Process Analyst will not be responsible for programming or coding. However, in order to perform the task of assessing business processes and formulating a plan to integrate those processes with technology, a general knowledge of and comfort with technology (how it works and how it can be applied) is required.

Salary

Starting salary for this position is: \$15.84/hr (\$32,947.20/yr)

Application Deadline

The deadline to submit all application materials is **8:00 am, Monday, May 10, 2010.**

Application Requirements (2)

- Resume – May be submitted electronically as an e-mail attachment, mailed, faxed or hand delivered.
- Kansas Secretary of State Employment Application – To complete an application online, or to obtain a copy for mail, fax, e-mail or hand delivery, visit us online at:
http://www.kssos.org/about/about_resources_job.asp.

Application Process

An interview team from the Secretary of State's office will review all applications received by the application deadline. The interview team will select an interview group. Interviews will likely be conducted by a panel and performance-based questions may be used. The interview team will select top candidates after the conclusion of all interviews. The hiring decision will be based on a combination of criteria including but not limited to: resume, application, interview, experience, work history and reference checks.

Employment Philosophy

The goal of the Office of the Secretary of State is to hire the best available employee. The office does not discriminate on the basis of race, color, gender, sexual orientation, gender identity, religion, national origin, ancestry, age, military or veteran status or disability status in the employment and treatment of its employees or in the admission or access to its programs and activities. The Secretary of State's office is an equal opportunity employer.

Contact Information

For information regarding your application or the application process please contact Mike Brassel.

Phone: (785) 291-3603
Fax: (785) 368-8032
E-mail: hr@kssos.org
Web: <http://www.kssos.org>
Mailing Address: Kansas Secretary of State
Memorial Hall, Room 140
Attn: Mike Brassel
120 SW 10th Ave
Topeka, KS 66612-1594